



June 17, 2022

Choong Travel Corporation
15299 68 Ave Unit 116
Surrey, BC V3S3L5

RE: Notice of Licence Suspension for Travel Agent Licence #78256 (Case #31471)

Kulwinder Singh Chung,

On June 14, 2022, Consumer Protection BC received a letter from Trisura dated May 16, 2022 stating that Surety Bond No. TMS 903 5275 in the amount of \$15,000 would be cancelled in 30 days. The Bond (“security”) was held by Consumer Protection BC for Choong Travel Corporation (the “Licensee”).

On June 14, 2022, we contacted you by phone and email requesting proof of reinstatement or a replacement form of security by June 15, 2022.

On June 15, 2022, we contacted you a second time requesting proof of reinstatement or a replacement form of security or, if your business had closed, confirmation of business closure by no later than June 16, 2022.

On June 16, 2022, we received confirmation from Trisura that the effective date of cancellation for the Bond was 30 days from the date on their letter, i.e. June 16, 2022.

To date, we have not received any information indicating valid security has been provided as required under section 14 of the Travel Industry Regulation (TIR). As a result, I am significantly concerned as you no longer meet the minimum requirements for a licence as specified in TIR 14.

With the public interest in mind, I exercise my authority under section 146(1)(b) of the *Business Practices and Consumer Protection Act* (BPCPA) to immediately suspend licence #78256. The licence will remain suspended until such time as you provide our office with satisfactory documentation of valid security in the amount of \$15,000 AND the Director notifies you the licence and concomitant licensing conditions have been reinstated.

Pursuant to my authority under section 146(1) of the BPCPA, I am also placing a condition on licence #78256 that prohibits you from engaging designated activity of travel agent and/or travel wholesaler while the licence is suspended. This condition on the licence will remain in effect until the suspension is rescinded by the Director.

For clarity, should you wish to reinstate the licence on or before July 30, 2022 (licence renewal deadline), you must provide our office with the required satisfactory documentation of valid security in the amount of \$15,000.

Financial security may be provided in any of the following forms:

- **Cash** – presented as bank draft or money order, payable to Consumer Protection BC. These funds will be held in trust by Consumer Protection BC. Note: no interest is paid on cash securities.
- **Letter of Credit** – in favour of Consumer Protection BC issued by a financial institution.
- **Surety Bond** – an insurance policy issued by an insurance company authorized to operate in BC.
- **Safekeeping Agreement** (i.e. GIC or similar investment issued by a financial institution) – in favour of Consumer Protection BC.

Should you wish to reinstate the licence after July 30, 2022 (when the licence would be expired), a new licence application will be required along with all required supporting documentation and applicable fees.

These public interest decisions to suspend licence #78256 and impose an additional condition on the licence have been taken without providing you with an opportunity to be heard prior to the actions being taken. This is permitted under section 147(2) of the BPCPA. Pursuant to section 147(3) of the BPCPA, I am advising you of this decision and your right to request an opportunity to be heard on the actions taken. Any request for an opportunity to be heard must be provided to our office within 30 days of delivery of this letter. If a request is made, you will be given an opportunity to be heard within 30 days of the request.

Proof of valid security or future correspondence related to a reconsideration request are to be emailed to businesspractices@consumerprotectionbc.ca.

Regards,



Tegan Scardillo
Director of Business Practices & Classification
Consumer Protection BC

Delivered by Email <kc14904@gmail.com>